

Chore Services Conditions of Participation

Chores services may be provided for a participant only when the participant, or anyone else in the household, is not capable of performing or financially providing for the tasks required to maintain a clean, sanitary, and safe home environment. These tasks include routine household chores as well as work necessary to maintain safe access and egress for the participant's residence. Chore services may not be authorized when a relative, caregiver, landlord, community/volunteer agency, or third-party payer is capable of or responsible for the tasks.

The provider who chooses to offer chore services must be certified as a provider of chore services under 7 AAC 130.216 (b)(1)(B), meet with the requirements of 7 AAC 130.245, and operate in compliance with the following standards.

I. Program administration

A. Personnel.

1. Chore services program administrator.

- a. The provider must designate a chore services program administrator who is responsible for the day-to-day management of the program.
- b. The provider may use a term other than program administrator for this position, e.g., program director, program manager, or program supervisor.
- c. The program administrator must be at least 21 years of age, and qualified through experience and education in a human services field or setting.
 - i. Required experience:
 - (A) one year of full-time paid experience working with human services participants and their families, programs and grants administered by Senior and Disabilities Services, and providers of program and grant services; and
 - (B) one year (which may be concurrent) of full-time, paid experience, as a supervisor of two or more staff who worked full-time in a human services field or setting, in a position with responsibility for planning, development, and management or operation of programs involving service delivery, fiscal management, needs assessment, program evaluation, and similar tasks.
 - ii. Required education: high school or general education development (GED) diploma.

2. Chore service workers.

- a. Chore service workers must be at least 18 years of age; qualified through education or experience; and possess, or develop before providing services, the skills necessary to perform the tasks included in the chore services plan.
- b. Required education and alternatives to formal education:
 - i. high school or general education development (GED) diploma; or
 - ii. demonstration to the program administrator of the ability to read written instructions and to make appropriate entries regarding services in the participant record or file.

B. Training.

1. The provider must
 - a. orient and train chore service workers to ensure they are qualified to perform, and to maintain a safe environment while performing, assigned tasks; and
 - b. instruct chore service workers to notify the program manager, the supervisor, or the authority, when there is cause for concern about a participant's health, safety, or welfare.
2. The provider must train chore service workers in regard to the following:
 - a. safety in the workplace, and proper use of tools/equipment;
 - b. maintenance of a clean, safe, and healthy home environment;
 - c. universal precautions and basic infection control procedures;

- d. understanding the needs of the population to be served; and
- e. for those who provide food preparation and shopping services: safe food handling and storage, nutrition requirements, and nutritious meal preparation.

C. Monitoring services.

1. The provider must monitor the delivery of chore services as frequently as necessary to evaluate whether the following conditions are met.
 - a. The services are furnished in accordance with the service plan and in a timely manner.
 - b. The services are delivered in a manner that protects the participant's health, safety and welfare.
 - c. The services are adequate to meet the participant's identified needs.
2. The provider must act to ensure substandard care is improved or arrange for service delivery from other chore service workers.

II. Chore Services plan

A. Evaluation.

The provider must collaborate with the participant's care coordinator to determine whether, given the participant's diagnosis and needs, its chore service workers have the capacity to provide chore services for that participant.

B. Development.

1. The program administrator or supervisor must collaborate with the participant's care coordinator to identify the tasks that can be performed by chore service workers to make it possible for the participant to live safely at home.
2. The chore services plan must specify the tasks to be performed, and the amount, frequency, and duration allowed for the performance of each task.
3. The chore services plan must be retained in the participant's file and be made available to Senior and Disabilities Services upon request.

C. Implementation.

1. Before services are delivered in the home, the participant and family must be accorded an opportunity to explain how they would prefer that tasks be performed, and if reasonable and possible, the chore service workers must deliver the services in the manner requested.
2. The chore service workers must be informed regarding
 - a. the daily routine of the participant and any special assistance requirements;
 - b. the fire exit plan for the home, and the location of first aid kit or supplies;
 - c. the operation or restrictions on use of household appliances;
 - d. any conditions that require caution in the use of chemicals in the home, or that might affect service delivery; and
 - e. any circumstances that could result in an emergency, appropriate responses to such an emergency, and contact instructions.
3. The chore service worker must ensure the safety of the participant at all time in the provision of chore services.